

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	December 13, 2010
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alex Medina; Alyssa Bray; Anahid Assatourian; Anthony Ramirez; Carol Eisen; DonnaKay Davis; Donald Gonzales; Emilia Ramos; Erica Melbourne; Gassia Ekizian; Janet Fleishman; Jeff Kohn; Jessica Wilkins; Josh Cornell; Kia Hayes; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Leah Carroll; Lisha Singleton; Marc Borkheim; Maria Gonzalez; Mary Ann O'Donnell; Melody Taylor; Michelle Rittel; Monika Johnson; Moses Adegbola; Sandra Chang Ptasinski; Seth Meyers; Susanne Birman; Susan Crimin; Sylvia Guerrero; Vandana Joshi; Yvette Willock; Yoko Sugihara		
WebEx Participants	Kimberly Floyde		
Excused Members	Susan Crimin; Lupe Ayala		
Absent Members	Albert Thompson; Bertrand Levesque; Leslie Shrager; Lisa Harvey; Nina Johnson; Norma Cano; Norma Fritsche; Robert Levine;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were approved with corrections requested.	QIC Membership

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SA QIC Liaison Reports	SA 1: No Report.	Next meeting January 4, 2011.	S. Crimin
	SA 2: Dark in November.	Next meeting January 20, 2011. Adult & Children meeting will be combined.	K. Salvaggio
	SA 2: Children: Dark in November.	Next meeting December 16, 2010.	M. Rittel
	SA 3: Reviewed and discussed "Parameters & Use of Psychotropic Medication" and the "ACCESS to Mental Health Services". Also discussed a question from a provider: Can they translate DMH form themselves? Clarification given by Ms. Drinan and Ms. Chang-Ptasinski that providers cannot translate DMH forms themselves – a quality control process is involved/required by DMH.	Ms. Chang-Ptasinski stated that thirteen (13) documents (such as Consents) are being translated into Threshold Languages. These translation services are currently in a bidding process for contracting translation services and prioritizing the order in which the forms are translated.	S. Meyer
	Question: Where can we find EBP's? QI currently in process of updating the Provider Directory to include which agencies provide EBP's.	Goal is to complete the new Provider Directories by the 1 st Quarter of 2011 to include EBP's.	
	SA 4: SA QIC members reviewed and discussed the Dept. QI/QA minutes and the new Parameters. Also, Mary Silvestrini presented on PEI updates.	Next meeting January 17, 2011. Ms. Joshi will provide a second presentation on Geo-Mapping uses and Service Area specific data. New QI and Data staff may attend this presentation for Geomapping specific to Service Area profile and applications.	A. Bray
	SA 5: Dark in December.	Next meeting January 11, 2011.	M. Johnson
	SA 6: Members continued to work on QA Documentation. One of our SA 6 providers presented QI/QA processes on Chart/Reviews & Documentation, and how they do Utilization Review process.	Next meeting November 17, 2010.	K. Spears

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SA QIC Liaison Reports cont.	<p>SA 7: No Report at this time.</p>	<p>See Attached Addendum.</p>	<p>L. Ayala</p>
	<p>SA 8: Kara Taguchi presented on OMA Documentation & Collection of Data. Providers had some questions re: Outcomes. The SA "No Shows" Quality Improvement Project is currently being reviewed for final revisions. Results and suggestions for future study will be shared with the Dept. QIC at a later time.</p>	<p>No Shows QI Project expected to be completed soon.</p>	<p>J. Fleishman</p>
Countywide Children's	<p>Jennifer Eberle and Dr. Dobbs presented on Assessment Documentation for children.</p>	<p>Next meeting February 10, 2011. Meeting to be held at 600 Commonwealth Ave., 2nd Floor Large Conference Room.</p>	<p>L. Singleton</p>
Patient Rights Office QIC Issues	<p>The Final Status Report on PRO Grievances/Appeals was redistributed and discussed following corrections made for totals and percents.</p>	<p>The Change of Provider Request Report requires more revision in collaboration/consultation with PRO. Report to be completed by next meeting and will be distributed at that time.</p>	<p>J. Kohn M. Drinan V. Joshi S. Birman</p>
Clinical Issues	<p>Newly revised Medication Parameters will be ready in January. Ms. O'Donnell thanked SA 3 members for reviewing the Parameters at their SA QIC meeting.</p>	<p>Revised Medication Parameters will be posted when completed.</p>	<p>M. O'Donnell C. Eisen</p>
	<p>Ms. O'Donnell contacted Mr. Simoneschi, regarding Customer Service training for Security Guards at the clinics. Security Guards receive training for working with persons with SMI/SED and Customer Service via a video. Video should be reviewed for appropriate content including Recovery Concepts and Cultural Sensitivity. Aldric Logan is the Security Manager for ASB. Kimberly Spears shared a concern related to substitute security guards and new security guards. Mr. Logan is our primary contact and a meeting will be set up to discuss Security Guard Training issues.</p>	<p>A Contract Discrepancy Form is available online to report complaints/incidents. Mr. Logan can be contacted via DMH Intranet. QI Work Group to meet with Aldric Logan to discuss training of Security Guards. QI Work Group to review current DVD used for security guard training. May need to add Recovery Principles and Customer Service skills building content if it is currently not included.</p>	<p>M. O'Donnell K. Spears</p>

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Clinical Issues Continued		Mandated security guard training occurs through the two vendors for security services. However, the county can make recommendations for security guard mandated training to the vendors via Mr. Logan.	
Cultural Competency Committee	<p>The Cultural Competency Committee and Planning Division Continue to work on completion of the Cultural Competency Plan (CCP) reviewing data & gathering details. Ms. Chang Ptasanski introduced her new staff Kia Hayes. Ms. Hayes will be attending the Dept. QIC Mtg. Cultural Competency will be posting projects on eNews by next month. The plan is to have quarterly entries on eNews.</p> <p>Question: How do we find out about the Cultural Competency Training? Training Bulletins are posted on the DMH Website and on Intranet. Also trainings are on the SA 6 QIC newsletter. It was suggested that this is a good idea for distributing this information in the SA's.</p>	CCP is to be submitted to the state by the end of January. Cultural Competency Committee is requesting representation from SA QIC's to join the CC Committee. Members will meet on December 15, at 1:30 – 3:30 p.m. 695 S. Vermont Ave., 15 th Floor Large Conference Room. Contact: Kia Hayes at (213) 251-6875.	S. Chang-Ptasinski
EPSDT PIP	Summary presented by Y. Sugihara on progress of the EPSDT PIP to date. State requires every county to have 2 QI PIP's: One Administrative and another Clinical. QI PIP's are monitored by APS/EQRO. This is the 3 rd year for the EPSDT PIP, which is now in the Implementation Stage. The goal is to minimize over-utilization and increase accessibility to EPSDT services.	<p>The EPSDT PIP Multifunctional Team plans to meet in the near future and an announcement will be sent to the membership.</p> <p>RC2 Team meetings will begin again in the near future when Report Card project is completed. Announcement of next meeting to be sent at a later date.</p>	Y. Sugihara M. Drinan

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QIC Meeting Minutes Share Point Intranet Website	Share Point Instructions for posting of SA QIC Meeting/Agendas was distributed. Quality Improvement Division has created a Share Point for all Service Areas to post their agendas/minutes. This handout contains information on how to post/review SA QIC minutes and agendas on the Share Point. All SA Chairs (or Co-Chairs) will be initially designated as appropriate to enter this data. Staffing changes will require new staff designation by the SA District Chief/or designee.	Memo to SA District Chiefs and QIC Chairs/Co-Chairs to be sent by Ms. Drinan by next meeting. If any problems arise from using the Share Point, please continue to use psbqi@dmh.lacounty.gov to send your Minutes/Agendas to be posted on the Intranet and contact Vandana Joshi at (213) 251-6886 or Wendy Turner (213) 251-6862.	Ms. Drinan V. Joshi
Update on SA QIC Power Point Presentations	Ms. Drinan mentioned that all SA's have completed the Geomapping presentations at this time. Scheduling of the new SA QIC Demographic and QI Data Power Point and Workshop will begin in January 2011 and progress through February 2011.	Ms. Drinan/Ms. Joshi will be contacting SA Chairs/Co-Chairs to schedule.	M.Drinan V. Joshi
Handouts	<ul style="list-style-type: none"> ➤ LAC-DMH Annual Beneficiary Grievance/Appeal Report 10.III.6-7 ➤ SharePoint Intranet Website 		
Announcement			
Next Meeting	January 10, 2011 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 nd Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MN, APRN